

**NEC**  
Empowered by Innovation

**LEGAL  
COMMUNICATIONS**

Sophisticated communication made simple





## Introducing the XN120 Telephone System from NEC

For too long, the most powerful and innovative telephone systems have only been within the reach of large corporations. With the new XN120 this is no longer the case. Designed to satisfy the growing needs of small and medium requirements, this is a professional, flexible and easy to use voice communication system at a price that makes perfect sense.

### Fast and Professional Customer Service

No matter how good your products and services, your success is ultimately determined by how well you look after people overall.

Smoothly connecting to your staff, clients and partners is what gives your practice the competitive edge. It makes good business logic to ensure your new phone system can keep pace with today's rapidly changing communication technologies.

NEC have identified many areas that Solicitors can improve the way they communicate between staff members, clients and their suppliers.

### ISDN

Integrated Services Digital Network (ISDN) gives business more features that help us in our day-to-day working life. Benefits such as:-  
**Direct Dial In (DDI)**

All members of staff or departments can have a unique telephone number, so when people want to call you they don't have to go through a receptionist the call goes straight to your desk or to a department. This does away with the cost of a private line.

#### Call Forwarding

If you are not at your desk you are out of the office then you can have your DDI redirected to your mobile or another destination.

#### Trunk to Trunk Transfer

Gives you the ability to have calls transferred to you when you are out of the office without asking the caller to re-dial and advertising your mobile telephone number.

### IN QUEUE ANNOUNCEMENTS

The XN120 gives you the choice to make announcements to callers that have dialled in or have been placed in a queue. The XN120 has 8 modes of service that can be changed automatically or manually. This gives you the confidence that callers will get answered no matter what time of day or day of week it is.

### OUT OF HOURS MESSAGING

A call is received over the weekend and the caller is in urgent need to talk to a solicitor then the message could be;

"Thank you for calling ABC Solicitors, if you require the Solicitor on call please press 3 or press 4 to leave a message. All messages will be retrieved throughout the weekend."

If a caller presses 3 the call is instantly diverted to the dedicated member of staff that is on call that weekend without the need of giving contact information of that person.

### CLIENT CODES

Client Codes print along with the other call data on the call logging record after all call completes. With the inclusion of software this will enable you to charge your clients or incoming calls.

### BARGE IN

Barge In permits an extension user, who has permission, to break into another extension users established call, including Conference Calls. This sets up a conference-type conversation between the intruding extension and the parties on the initial call. With Barge In and extension user can get a message through to a busy co-worker right away.

There are two modes; Monitor Mode (silent monitor) and Speech Mode. With Monitor Mode the call Barging In can listen to another users conversation but cannot participate. With Speech Mode the caller Barging In can listen and join another users conversation.



## CALL FORWARDING

Call Forwarding will re-route calls ringing an extension including calls transferred from another extension. The extension user must enable Call Forwarding from their phone.

Forwarding options are:

- Call Forwarding when Busy or Not Answered
- Call Forwarding Immediate
- Call Forwarding with Both Ringing
- Call Forwarding with Unanswered

Forwarding can move the caller to another extension, voice mail box or an off site location.

## FIXED CALL FORWARD CHAINING

Fixed Call Forward Chaining allows Fixed Call Forwards to loop from one extension to the next. For example, you could have the chain 201 + 202 + 203 + 204 set up for Fixed Call Forwarding when busy.

If extension 201 is busy, calls to 201 routes to 202. If 202 is also busy then calls route to 203 and so on.

Off premises Call Forwarding allows an extension user to forward their calls to an off-site location. By enabling Call Forwarding the user can stay in touch by having the system forward their calls while they are away from the office. The forward destination can be any phone number the user enter such as a car phone, home office, hotel or meeting room.

## CALL WAITING

An extension user may call a busy extension and wait in line without hanging up. The call goes through when the busy extension becomes free. Call Waiting helps busy extension users know when they have additional waiting calls. It also lets callers wait in line for a busy extension without being forgotten.

When an extension user calls a co-worker that doesn't answer, they can leave a Callback request for a return call. The user does not have to repeatedly call the unanswered extension back.

## DELAYED RINGING

Extensions can have delayed ringing for trunks if a line is not answered at its original destination. This could help a secretary that covers calls for their boss. If the boss doesn't answer the call, it rings the secretary's phone after a programmable interval.

## INTERNAL CONFERENCE

With 'Meet Me Conference' an extension user can set up a conference with their current call and up to 32 other internal or external parties. Meet Me Conference lets extension users have a telephone meeting without leaving the office.

## PRIVATE LINE

A Private Line is a trunk reserved for a system phone for placing and answering calls. A user with a Private Line always knows when important calls are for them. Additionally, the user has their own trunk for placing calls that is not available to others in the system.

## VOICE MAIL

Any member of staff can leave verbal messages for other colleagues in their personal voice mail box. Also any incoming callers can be transferred to an extension that has voice mail.





### **XN Talk** **22-button standard**

- 12 buttons for BLF, phone lines and features
- 360 degree call indicator
- Dual-colour LED line button indicating call status at a glance
- 10 Personal Speed Dial Buttons
- Height adjustment and built in wall mounting
- Handsfree Loudspeech



### **XN Vision** **22-button standard**

- 12 buttons for BLF, phone lines and features
- 360 degree call indicator
- Dual-colour LED line button indicating call status at a glance
- 10 Speed Dial Buttons
- Height adjustment and built in wall mounting
- Full hands free operation



### **DSS Console**

- Operator/Receptionist add on module
- 64 function/number/busy lamp (BLF) buttons
- External/internal paging zone buttons
- Alternate Answer Call button
- 2 door phone buttons
- Day/night mode button

### **DLS Add On Module**

- Add on Module for Power Users
- 24 function/number/busy lamp (BLF) buttons
- Dual Colour LED button indicating call status

## **XN120 has all the features you would expect from a big budget corporate phone system. These include:**

Account/Client/Project Codes - 2000  
 Account Codes - Forced/Verified (1000)  
 Automatic Operator  
 Automatic Route Selection (ARS)  
 Automatic Day/Night Service (8 Levels)  
 Battery Backup  
 Camp On/Callback  
 Call cost logging  
 Call Centre Features  
 Call Forwarding - Busy/Answer  
 Call Forwarding - To external number  
 Call Forwarding with Follow Me  
 Call Forwarding from Doorphone  
 Call Park - 64 Locations  
 Call Queueing - Extension/Operator  
 Conference (16 ccts standard)

Conversation Record  
 Computer Integration (CTI)  
 JDDI Step On  
 DDI Call Routing  
 DISA (16 channel voice response unit)  
 Doorbell/Doorphone/Door Lock  
 Dual Colour LED on Phones  
 Email Fault Reporting  
 Ethernet/LAN Port  
 Hunt Groups  
 Hybrid Extension Ports  
 Intercom Call - Voice Activated Answer  
 IP Trunks & Extensions  
 Manager Intrude (Barge In)  
 Missed Call Indication  
 Music on Hold (Int/Ext)

Online Programming  
 Paging - Internal/External  
 Park and Page  
 Personal Messaging  
 Phone Lock (Access Code)  
 Queue Messaging  
 Redial  
 Room Monitor  
 S Bus/SO (ISDN)  
 Secretary Features  
 Silent Monitor  
 Telephone Directory - 2000 names  
 Trunk to Trunk Transfer  
 Virtual/Phantom Extensions - 50  
 Voice Mail - Integrated or third party

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